

U.S. NAVAL HOSPITAL NAPLES, ITALY

Ospedale Marina Via Contrada
Boscariello, Gricignano d' Aversa



PATIENT GUIDE AND WELCOME BOOK

FROM THE COMMANDING OFFICER

Welcome to U.S. Naval Hospital Naples!

Our Mission is to Promote, Protect, and Restore the Health and Readiness of All Entrusted to Our Care.

Our Vision is to be the Healthcare System and Workplace of Choice.

This booklet contains information about our hospital and is designed to assist you in understanding and accessing our wide variety of healthcare services.

Our entire staff is fully committed to outstanding customer service and continuous performance improvement. Consequently, we welcome your feedback, both positive and negative, as a way of gauging how we are doing in meeting your requirements and desires. If someone on our staff has gone above and beyond your expectations, please let us know. Likewise, if you've had a frustrating experience, please share that with us as well, so that we can target our efforts and energy toward improving our efficiency and service. We aim to please, so if you find us missing the mark, please let us know.

Each of our departments has a Health Care Relations Representative who is standing by to assist, and you're invited to share your feedback with them. We also have a Command Health Care Relations Coordinator, (DSN 629-6319 or Commercial 081-811-6319).

Sincerely,

Dale M. Molé
Captain, Medical Corps
United States Navy
Commanding Officer

HISTORY

The first medical department activity in Naples was a dispensary established in 1951 in an apartment building on Via Orazio near the first NATO Headquarters. Subsequent increases in shore-based personnel led to the commissioning of a 50-bed infirmary just outside Naples in Afragola in 1952. Two years later, the need for closer proximity to other U.S. Navy personnel led to a move into a facility in Naples on Via Manzoni. This facility was designated as the Station Hospital, U.S. Naval Support Activity, Naples, and the infirmary in Afragola was disestablished. Continued growth in the beneficiary population and the expansion of the Naval Support Activity, Naples led to the construction of a new 100-bed Station Hospital in Agnano, which was occupied in 1967.

On 1 July 1968, the Station Hospital was formally redesignated as the U.S. Naval Hospital, Naples and was established as a command under the Bureau of Medicine and Surgery. In April 1975, the hospital was redesignated as U.S. Naval Regional Medical Center, Naples. In April 1982, it was again redesignated as U.S. Naval Hospital, Naples.

In 1998, ground breaking took place for a new hospital and dental facility at the Support Site, Gricignano d'Aversa. Construction of the facility was delayed several times due to archaeological findings, to include a 2000 year old Roman Well.

Branch Health Clinics include: Gaeta, Italy, Capodichino, Italy, LaMaddalena, Sardinia, London, UK, and Saint Mawgan, UK.

On July 21, 2003, the U.S. Naval Hospital Naples and the Branch Dental Clinic moved into the new facility in Gricignano. As part of the Navy-wide Dental/Medical integration program, Naval Dental Command, Europe was disestablished in November 2004. Its activities were subsumed by USNH Naples, Italy.

U.S. Naval Hospital, Naples is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. The most recent accreditation was awarded in April 2004 and extends to April 2007.

OVERVIEW OF U.S. NAVAL HOSPITAL NAPLES, ITALY

U.S. Naval Hospital Naples uses a team approach to medicine, in which general practice and specialists from many different areas consult together for the benefit of the patient. Through teamwork, physicians, nurses and other care providers work with you to help meet your needs. The following medical and surgical specialties are represented on our staff:

Primary Services. U.S. Naval Hospital, Naples functions as a community-based hospital providing routine inpatient and outpatient medical/surgical care, and stabilization of complex cases. Primary clinical services include the following:

Family Medicine	Physical Therapy
Internal Medicine	Occupational Health
Pediatrics	Audiology
Behavioral Health	Preventive Medicine
Optometry	Health Promotions
General Surgery	Laboratory
Orthopedics	Pharmacy
Obstetrics/Gynecology	Diagnostic Imaging
Ophthalmology	Otolaryngology
Emergency Medicine	Immunizations
Dental Services	Nutrition
Anesthesiology	
Substance Abuse Rehabilitation Program	
Educational & Developmental Intervention Services	

Four outlying Branch Health Clinics (BHC) provide family practice and ambulatory care. They include BHC Capodochino (Naples), La Maddalena (Sardinia), Gaeta (Italy), and St. Mawgan.

TABLE OF CONTENTS

IMPORTANT TELEPHONE NUMBERS	3
--	---

GENERAL INFORMATION

Admissions Information.....	6
Advance Directives.....	7
Ambulatory Procedures Unit	7
Appointments for Primary Care.....	7
Appointments for Dental Services	8
Birth Registration/Passport Info	9
Branch Health Clinic, Capodichino	9
Branch Health Clinic, Gaeta	10
Branch Health Clinic, LaMaddalena	10
Branch Health Clinic, St. Mawgan	11
Check-In Procedures	12
Check-Out Procedures	13
Child Care	13
Educational Programs	13
Eligibility for Care	15
Emergency Care.....	16
Exceptional Family Member Program.....	17
Fleet Family Service Center/Family Advocacy.....	17
Food Services.....	18
Health Benefits Advisor.....	18
Health Care Relations Coordinator.....	18
Health Promotions (Wellness Center)	19
Industrial Hygiene Department.....	19
Inpatient Information	19
Laboratory	20
Local Civilian Medical Care.....	21
Lost and Found	21
Medevac Office.....	21
Medical Records Policy	22
Medical Warning Tags.....	22
Occupational Safety & Health Services.....	22
Outpatient Records Office	23

Parking	23
Pastoral Care Department	23
Patient Administration Department	24
Patient Safety	24
Pharmacy.....	26
Preventive Medicine	26
Radiology.....	27
Smoking Policy	27
Treatment of Minors	27
TRICARE/Managed Care.....	28
Visiting Hours.....	29

SPECIALTY SERVICES

Allergy Clinic	29
Audiology Clinic.....	30
Behavioral Health Clinic	30
Dietitian/Nutrition Clinic.....	31
Educational & Developmental Intervention Services (EDIS)	31
Otolaryngology Clinic (ENT).....	31
Family Medicine Clinic	32
Immunization Clinic	32
Internal Medicine Clinic	32
Military Sick Call.....	33
Obstetrics/Gynecology Clinic.....	33
Ophthalmology/Optomety Clinic	33
Orthopedic Clinic.....	34
Pain Clinic.....	34
Pediatric Clinic	34
Physical Examinations.....	35
Physical Therapy.....	35
SARP.....	35
Surgery Clinic	35
Travel Medicine	36

OTHER USEFUL INFORMATION

Local Hotel Listings.....	36
---------------------------	----

PATIENT'S RIGHTS AND RESPONSIBILITIES

Patient's Rights.....	37
Patient's Responsibilities	40
Privacy Act	41

IMPORTANT TELEPHONE NUMBERS

All numbers listed contain the commercial prefix. If you are calling DSN or from a base telephone please dial the prefix 629 for Gricignano, 626 for Capodichino, 627 for Gaeta, 640 for AFSOUTH, and 623 for LaMaddalena. Please ensure that you use the country code (39) when calling commercial long distance.

AMBULANCE REQUEST LINES

Naples	081-811-4911
On-base (DSN).....	911
Gaeta	118 (clinic no longer has an ambulance service)
La Maddalena	078-979-8911

U.S. NAVAL HOSPITAL, NAPLES

(Commercial phone numbers)

Admissions.....	081-811-6219/6212
Ambulatory Surgery Unit (APU).....	081-811-6794/6438
Appointments Primary Care	081-811-6000
Audiology	
Family Medicine	
Health Promotion	
Internal Medicine	
Nutrition Clinic	
Pediatrics	
Birth Registrations	081-811-6219/6212
TRICARE	081-811-6330/6331
Chaplain	081-811-6451
Collection Agent	081-811-6223/6224

Director for Administration	081-811-6354
Education and Training	081-811-6448/6449
Emergency Room.....	081-811-6150
Exceptional Family Member Program.....	081-811-6208/6192
Fleet Liaison	081-811-6192
Health Care Relations Coordinator	081-811-6319
Health Benefits Advisor.....	081-811-6332/6325
Health Promotions (Wellness Center)	081-811-6313/6311
Industrial Hygiene.....	081-811-5990
Information Desk	081-811-6006
Inpatient Medical Records	081-811-6199/6295
Inpatient Ward	081-811-6471
Multi-Service Ward	081-811-6471/6472
Laboratory	081-811-6191
Managed Care	081-811-6329
MEDEVAC Office.....	081-811-6192
Occupational Health	081-811-6302
Outpatient Medical Records	081-811-6199
Patient Admin Office	081-811-6219
Pharmacy.....	081-811-6225
Prescription Refill	081-811-6226
Preventive Medicine	081-811-6300/6301
Radiology.....	081-811-6168
Stork's Nest Coordinator	081-811-6326

CLINICS

Allergy Clinic	081-811-6282
Audiology	081-811-6288
Behavioral Health	081-811-6306/6746
Dental.....	081-811-6007
Dietitian/Nutrition Clinic.....	081-811-6142
Educational and Developmental Intervention Services (EDIS)	081-811-4676
Family Medicine	081-811-6271/6272
Health Promotions	081-811-6313/6311
Immunization Clinic	081-811-6282
Internal Medicine.....	081-811-6291
Obstetrics/Gynecology.....	081-811-6404

Occupational Health Clinic (main hospital)...	081-811-6302
Ophthalmology/Optometry	081-811-6386
Orthopedics	081-811 6388
Pediatrics.....	081-811-6242
Physical Exams	081-811-4386
Physical Therapy.....	081-811-6183
Surgery.....	081-811-6400

BRANCH HEALTH CLINICS

Capodichino Branch Health Clinic:

Central Appointments	081-568-4786
Information Desk.....	081-568-5311
Health Records.....	081-568-5472
Industrial Hygienist Lab	081-568-5989
Laboratory.....	081-568-5977
SARP.....	081-568-5500
Occupational Health Clinic Check-in	081-568-6807/5974
Optometry	081-568-5982/5980
Dental.....	081-568-4644
Pharmacy.....	081-568-5978
Physical Examination	081-568-4386
Physical Therapy.....	081-568-3726

Gaeta Branch Health Clinic.....(DSN) 627-7751
(COM) 077-170-9751

La Maddalena Branch Health Clinic.....(DSN) 623-8275
(COM) 078-979-8275/8276

St. Mawgan, UK Branch Health Clinic.....(DSN) 234-3568

OTHER IMPORTANT NUMBERS

American Consulate.....	761-4303
American Embassy	06-46742425
American Red Cross, Capodichino.....	081-568-4788
After Hours (Capodichino Quarterdeck)	081-568-5547
Child Development Centers	

Capodichino	081-568-5116
Support Site, Gricignano.....	081-811-4989
Family Services Center	
Director	081-811-4776
Family Advocacy	081-811-3145
Clinical Division (Family Counseling)	081-811-4808
Intercultural Relations Program.....	081-811-4188/4178
	081-811-4179
Ombudsman Contact.....	081-811-4177
Fax.....	081-811-4644
Fire Reporting	081-568-4911
On-base (DSN).....	911
Navy Legal Services Officer.....	081-568-4576
Navy and Marine Corps Relief Society	081-568-3913
Veterinary Services	081-811-4765
WIC Overseas	081-811-4960/2

GENERAL INFORMATION

ADMISSIONS

Admission and discharge from the hospital is performed in the Admission's Office located on the ground floor of the hospital. Pre-admission (preparation for scheduled surgery) should be done Mon-Fri 0800-1600. You may contact us at DSN 629-6219.

The following information and documentation is required at the time of admission:

- An admissions form signed by your physician
- Military or family member identification card
- Complete military mailing address of sponsor's command
- Name and telephone number of individuals to be notified in case of emergency
- Health insurance card with name of carrier (if you have one), policy number, whether the policy is individual or group, and insured's group name, insured's name, sex, relationship to patient, employer, employer's address, telephone number

(NOTE: Insurance information must be collected to assist the Navy in the recovery of the medical costs from the insurer. All funds recovered from insurance companies are used by the Naval Hospital to expand the availability of or improve the quality of services provided to our beneficiaries.)

ADVANCE DIRECTIVES

Advanced directives (commonly called “living wills, **do not resuscitate orders (DNR)** or durable power of attorney for health care”) allow you to put in writing your medical care desires in advance of an event that may leave you unable to make a decision regarding your health care needs. This may include designating a person to make decisions on your behalf, indicating what types of resuscitative measures you want taken and other types of health care decisions. You may obtain an advance directive form and information at the Navy Legal Services Office (DSN 626-4576) or the USNH Naples, Italy Staff Legal Officer (DSN 629-6347).

There are limitations on the use of advance directives at USNH Naples based on Italian Law and the consensus of the Medical Staff. USNH Naples has developed a policy based on the overall health of our beneficiary population that advanced directives will not be honored in the outpatient setting. We strongly recommend our patients to discuss these issues with their health care providers.

AMBULATORY PROCEDURES UNIT (APU)

The APU, located on the hospital 2nd deck, provides care to patients undergoing outpatient surgical and diagnostic procedures. Hours of operation are Monday-Friday 0630-1800. Patients are referred to the APU for preoperative evaluation by their surgeon. You may contact us at DSN 629-6794.

APPOINTMENTS FOR PRIMARY CARE SERVICES

Obtaining an appointment - Prior to scheduling an appointment at the Naval Hospital or any of the branch medical clinics, you must first register through our Managed Care Office. You will be

assigned a Primary Care Manager (PCM) when you register. Your PCM will coordinate all of your care. If your PCM decides that you should see specialty providers in other areas, you will be referred. Depending on your health problem you may see one physician or several. This team approach to medicine helps the hospital physicians reach accurate diagnoses and allows for second opinions and subspecialty consultations at a single location. If we don't have the services here, we then refer you to the civilian Preferred Provider Network (PPN), other European Military Treatment Facility, or back in CONUS for consultation. Routine and acute care appointments at the Naval Hospital can be made by calling the appointment line at DSN 629-6000. Appointments for specialty care can be made after obtaining a referral from your Primary Care Provider. Appointments can be made Mon-Fri, from 0730-1600 except on Federal Holidays. Calling during low volume hours from 1500-1600, Mon-Fri may reduce waiting times.

Rescheduling - There will be occasions when clinics will be forced to change an existing appointment due to circumstances beyond their control, (i.e. fleet operations, emergencies, illness, etc.). In the event your appointment is cancelled, you will be notified as soon as possible so we can reschedule you. Please provide an accurate telephone number in case we need to contact you.

Cancellation of appointments - If you find that you are unable to keep an appointment, please notify the appropriate clinic as soon as possible for cancellation. This will free an appointment time so that other patients can be seen.

APPOINTMENTS FOR DENTAL SERVICES

The Naples Branch Dental Clinic has been organizationally integrated with the hospital. The main clinic is located in Gricignano on the ground floor of U.S. Naval Hospital Naples, Italy. The clinic provides general dentistry and other specialties (i.e., endodontist, periodontist, oral maxillofacial surgery, prosthodontist, pediatric dentist, orthodontist, and hygienist). The Annex clinic at Capodichino is staffed with two general dentists and one hygienist. Dental appointments are only available for

active duty at Capodichino. All records of Active Duty members who work at Capo are kept at the Capo Annex Clinic. All other dental records, including records for family members, are maintained at the Gricignano Clinic.

Family members of active duty military stationed overseas, as well as reservists and their family members living overseas, may enroll in the TRICARE Dental Plan (TDP). This paid dental insurance plan, managed by United Concordia Companies, Inc. (UCCI), helps offset out-of-pocket expenses for overseas civilian dental care. For more facts, provider listings, enrollment and claim forms go to the website: www.europe.tricare.osd.mil/dental.

Retirees and their eligible family members may enroll in the TRICARE Retiree Dental Program (TRDP), but must receive care in the U.S., its territories, or Canada. For more information go to www.trdp.org. Retirees, DOD civilians, and their eligible family members may receive limited space available dental care at the Gricignano Clinic. You may contact us at DSN 629-6007.

BIRTH REGISTRATION AND PASSPORT INFORMATION

The Admission's Office, on the ground floor, provides assistance to all patients regarding passport renewals, birth registration and passports for newborns. All birth registration documents must be completed within 10 days of birth and forwarded to the American Consulate office for processing. Service hours are Mon-Fri 0800-1600. You may contact us at DSN 629-6219.

BRANCH HEALTH CLINIC, CAPODICHINO

The Branch Medical Clinic at Capodichino provides primary care services. This is a Family Practice Clinic that provides a full range of service including obstetric and pediatric care. There is also a full time occupational medicine specialist, and regular visits by a physical therapist and an optometrist. Routine appointments with the optometrist may be scheduled through the Clinic's Appointment Desk @ 626-4786. For physical therapy appointments at Capodichino, contact the Physical Therapy Clinic

at the U.S. Naval Hospital @ 629-6183. Immunizations are given Monday through Friday at the clinic. The operating hours are M-Tu-Th from 0730-1600 and W –0730-1200, Fr 0900-1600 (close 1200-1300 for lunch). For more information, call the Clinic at DSN 626-5311/5472.

BRANCH HEALTH CLINIC, GAETA

Routine family practice appointments are available during the following hours: Monday through Friday 0800-1600; closed weekends and holidays. For emergencies call the local ambulance number 118. For routine appointments please call: COMM: 0771-709-751; DSN: 627-7751. No dental care or x-rays are available at this clinic.

BRANCH HEALTH CLINIC, LA MADDALENA

Routine primary care appointments are provided during the following hours: Monday through Friday 0800 – 1600; except Wednesday afternoons when the clinic is closed for training. You may contact us at DSN 623-8275.

Routine dental services are available on an appointment basis at DSN 623-8274. Emergency response is available at any time by calling NSA La Maddalena Security Dispatch at COMM: 0789-798-8911 or DSN 623-8911

Your health and your family's health depend on obtaining a proper overseas medical screening prior to transferring to LaMaddalena and is considered paramount prior to execution of PSC orders. NBHC LaMaddalena is a small primary care health clinic located on the island of LaMaddalena off the coast of Sardinia. The medical staff consists of two Family Physicians. All emergencies are directed to the local community Italian hospital which also has very limited services. Consultation with specialists is limited to seeing a local Italian provider usually in Sardinia or requires routine MEDEVAC. Acutely ill or emergent patients are often transferred from the local Italian hospital in LaMaddalena to other Italian hospitals located throughout Sardinia. There are no "simple" MEDEVACS from LaMaddalena. Each MEDEVAC

requires a 30-minute ferry ride and a 1-hour mountainous ride to the airport in Olbia before a flight to USNH Naples. Patients on medications that would be life threatening if stopped should not come to LaMaddalena. The following medical problems are considered disqualifying for the La Maddalena area:

- 1) Children on mood-altering medications. Children with Attention Deficit or Hyperactivity Disorders will be evaluated on a case-by-case basis. Resources are limited for these children.
- 2) Alcohol Dependency with less than 48-months of sobriety.
- 3) All patients with a history of Asthma or Reactive Airway Disease within the last 24 months.
- 4) Patients requiring allergy immunizations.
- 5) Any patient with a history of depression, anxiety or ongoing mental health conditions, no matter how well controlled they are at the time of the screening. The isolation of LaMaddalena can be very stressful and there are minimal resources for mental health here.
- 6) All chronic medical conditions unless cleared by NBHC LaMaddalena provider.

BRANCH HEALTH CLINIC, ST. MAWGAN

U.S. Navy Branch Health Clinic St. Mawgan is located in Southwest England in the county of Cornwall on Royal Air Force base St. Mawgan. Our mission is to support the Joint Maritime Facility (JMF) which is a mutual activity between the U.S. Navy and British Royal Navy. The clinic supports approximately 600 beneficiaries which include active duty and their dependents, retirees, and DOD employees. Our provider staff consists of one Family Physician who serves as the OIC, one general Dentist, one Nurse, and one IDC. There are ten supporting Corpsmen and Dental Techs. The clinic provides general Dentistry, Family Medicine, Military primary care, and Occupational Health clinics with ancillary services that include Pharmacy, Lab, Radiology, Preventative Medicine, Immunizations, and Health Promotion Services. Our DSN is (314) 234-3568 or commercial from Italy 00-44-1637-853568.

CHECK-IN PROCESSING UPON ARRIVAL IN NAPLES

CHECK-IN PROCEDURES - Your medical treatment records and those of your family members will be collected by hospital or clinic staff during your Area-Wide Orientation. Hospital personnel will discuss medical care in Naples with you at this time. Please remember that medical records are the property of the U.S. Government. All records must be retained at the medical treatment facility to assure that your complete medical history is readily available to health care providers for both emergency and routine care. Healthcare workers must make a check-in appointment with Occupational Health Clinic, DSN 629-6302 upon arrival to Naples, Italy.

PATIENT REGISTRATION in Composite Health Care System (CHCS) - Prior to being seen in the Naval Hospital or any of the branch medical clinics, you must first be registered into CHCS. This ensures we have all of your vital information on file and that you and your family member are eligible for care. Once in the system and enrolled in TRICARE you can call to schedule an appointment directly. Also, your provider will be able to order, on-line, laboratory and radiology tests, prescriptions, and specialty consults for you. This is your first step to accessing our facility.

To register please do one of the following:

- Attend the Area-Wide Orientation class. Bring health records for all members of your family to the orientation and a USNH representative will obtain your registration information and pick-up your health record. Your record will be verified and maintained at the medical records division of the hospital or appropriate branch clinic. Your medical record will then be available for all pre-scheduled appointments.
- Bring a copy of your orders and military identification card(s) to the Managed Care Department (DSN 629-6329) located on the ground floor of the hospital.

- Stop by the Admission's Office (DSN 629-6219) on the ground floor. Bring a copy of your PCS orders, your health record(s), military identification card(s), and insurance information (if applicable) with you.

CHECK-OUT FOR PCS TRANSFER

Personnel who are out-processing on PCS orders should report to Medical Records Division (DSN 629-6199), on the ground floor as part of check-out procedures. This will allow hospital personnel to ensure that your immunizations are up to date, verify your health record, and make any necessary entries or updates in the record. You need to bring a copy of your PCS orders. Remember, you cannot pick-up your spouse's health record or those for children over 18 years of age without their written consent and their military identification card. This is in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and command policy to ensure patient privacy is protected. Finally, you need to check-out with the Tricare Office, located on the first floor of the hospital. You (and any of your family members who have become "workers" enrolled into a medical surveillance program) also need to check-out with the Occupational Health Clinic, located at Branch Medical Clinic Capodichino, or their satellite office at USNH in Gricignano, first floor in the back hallway to the left of the Roman Well Café.

CHILD CARE

Please arrange childcare for your children during your appointments. Staff members are not available to care for your children while you are being seen. Children 12 and under may wait in the waiting area under the direct supervision of an adult.

EDUCATIONAL PROGRAMS

The following classes are provided by the hospital. Anyone interested should contact the appropriate department or clinic for class seats. These classes are open to all eligible beneficiaries.

- Nutrition Related Classes - scheduled to meet demand, contact

the Dietitian at COMM: 081-811-6142 or DSN 629-6142.

- Prenatal Classes – second and third trimester are held on the 2nd and 4th Tuesday of each month. Contact the OB/GYN Clinic at COMM: 081-811-6404 or DSN 629-6404 for further information.
- Breast Feeding Classes – 1st Tuesday of each month, contact the OB/GYN Clinic at DSN 629-6404 for further information.
- Fitness and Exercise During Pregnancy/Post Partum - scheduled to meet demand, contact the OB/GYN Clinic at COM 081-811-6404 or DSN 629-6404 for further information.
- Healthy Pregnancy, Healthy Baby – are held once every three months. There is a charge of \$20.00 per couple. Contact the American Red Cross Office for further information at COMM: 081-568-4788 or DSN 626-4788.
- Labor and Delivery Review - Class held monthly, contact Fleet & Family Service Center, Clinical Division for additional information at COMM: 081-811-4808 or DSN 629-4808.
- Four week Freedom from Smoking Clinic Program - Contact the Health Promotions Clinic at COMM: 081-811-6313 or DSN 629-6313 for the next available class.
- Healthy Heart Class - Contact the Health Promotions Clinic at COMM: 081-811-6313/6311 or DSN 629-6313/6311 for the next available class.
- Healthy Shopping Tour – Tours offered monthly. Contact the Health Promotions Clinic at COMM: 081-811-6311 or DSN 629-6311 for the next scheduled tour.
- Diabetes Class - Contact Clinic at COMM: 081-811-6292 or DSN 629-6292 for the next available class. Contact: LT Julie

Darling of Internal Medicine for changes.

- Eight weeks “Ship Shape” class- Contact the Health Promotions Clinic at COMM: 081-811-6311/6313 or DSN 629-6311/6313 for the next available class.

Exact time and location information will be provided when you sign-up for the class.

ELIGIBILITY FOR CARE

All United States military and their family members are eligible for care at military medical treatment facilities. Identification cards are verified at each visit and are required for check-in.

Children lose eligibility at age 21 unless they were disabled prior to age 18 or unless they are enrolled as a full-time student, in which case eligibility ends at age 23.

Civilian personnel who possess a valid identification card authorizing them care at this facility are required to pay for services at the interagency-rate, established by Congress. Rates may change annually to meet the increase in health care costs. Outpatient rates or itemized billing will depend on procedure or type of clinic appointment for each clinic visit. Inpatient rates vary depending on the type of services provided. This also includes your ambulatory surgery visit.

For patients with questions regarding billing and the filing of insurance forms, please contact the Collection Agent office at COMM: 081-811-6224 or DSN 629-6224.

For individuals not possessing a valid identification card, only emergency or humanitarian services will be rendered. The Commanding Officer or an authorized representative will evaluate each individual situation.

Questions concerning eligibility should be directed to the Patient

Administration Department, Registrar Division at COMM: 081-811-6219 or DSN 629-6219.

EMERGENCY CARE

For emergency in Naples (off-base) dial 118 for Italian emergency services or from off base or cellular phone call 081-568-4911.

Dial 911 for on base emergency on Support Site and Capodichino

Go to the NEAREST local Italian hospital for a true medical emergency.

Emergency services are available twenty-four (24) hours a day, seven (7) days a week at the Naval Hospital. Contact the Emergency Department for more information or assistance at DSN 629-6150 or commercial (081) 811-6150. The Emergency Department does not give any medical advice over the phone. Tricare has a TOLL FREE Nurse Advice Hotline in Europe that is available 24/7 from off base dial 800-877-660 or on base 99-800-877-660 and follow the prompts.

To contact BHC Gaeta, call 0771-709-850 or DSN 627-7850. To contact BHC LaMaddalena, call 0789-798-275 or DSN 623-8275.

The Emergency Department is for emergencies only. Acute illnesses or chronic medical conditions can best be handled through your Primary Care Manager.

It should also be noted that the Branch Health Clinics at Capodichino, Gaeta and La Maddalena are full service outpatient care clinics, but do not have emergency departments.

In Naples an ambulance will be dispatched from the Support Site Emergency Department or the Capodichino Branch Health Clinic, once the emergency department medical staff has determined that it is needed. The following information will be needed in order to dispatch an ambulance.

- What happened?
- Where are you and what is your phone number?

- How many people need an ambulance?
- Is the patient conscious?
- Is the patient breathing?
- Is the patient bleeding?
- If so, from where?
- Is CPR in progress?
- Is Security on scene?
- Patient's name and age?
- Patient's location (Know the major landmarks, i.e. restaurants, signs, dumpsters etc. anything that would assist the ambulance crew in finding your location)?
- Telephone number where you can be reached?
- We will stay on the phone until the Ambulance arrives.
- Please have someone ready to flag the ambulance

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

The EFMP is a program designed to ensure that family members with physical, educational, emotional, developmental, and intellectual needs are assigned to areas that can support the necessities of the family. Its purpose is to afford continuity of services before, during and after a change of duty station. When a significant medical condition is diagnosed in a family member, enrollment is mandatory. If a family member receives an "early return to CONUS" recommendation, EFMP paperwork is needed to facilitate the transfer. Appointments and information may be obtained by calling the EFMP coordinator at COMM: 081-811-6192 or DSN 629-6192.

FLEET & FAMILY SUPPORT CENTER/ FAMILY ADVOCACY

The Family Advocacy Program is now part of the Fleet & Family Support Center, located in Gricignano at COMM: 081-811-6212 or DSN 629-6212.

FOOD SERVICE

Galley hours and usage - The galley is located on the ground floor. The hours for the galley are as follows seven days a week:

Breakfast 0615-0745

Lunch 1130-1300

Box dinners can be ordered at lunchtime and picked up at 1700

Patients and staff members of the hospital are authorized to use the galley. For more information regarding Food Service please contact the CLPO, COMM: 081-811-6140 or DSN 629-6140

Roman Well Cafe - The Navy Exchange coffee bar is located on the middle floor. A full variety of snacks, beverages, and gelato are available. The hours of operation are Mon - Fri from 0630 - 1600.

HEALTH BENEFITS ADVISOR

The role of the Health Benefits Advisor is to ensure that all eligible personnel receive the health benefits and medical care to which they are entitled. This hospital maintains two fully trained Health Benefits Advisors who will assist all beneficiaries with (1) TRICARE claims and (2) active duty non-military medical care claims. If you need assistance or information, please contact the Managed Care Department/TRICARE Office at COMM: 081-811-6332 or DSN 629-6332.

HEALTH CARE RELATIONS PROGRAM

At USNH Naples Hospital and our Branch Health Clinics, patient care and safety is our priority. We recognize that, at times, concerns or problems may arise. If you have questions about your rights, or you want to voice a concern about your rights, treatment, or care, we encourage you to first contact your provider or nurse responsible for your care. If you need further assistance in resolving your concerns regarding your care, other USNH Naples resources are available to help you:

- You may ask to speak with the department Healthcare Relations representative or work center supervisor.

- You may also visit the Command Healthcare Relations Coordinator located in the hospital to make any suggestion or to address any concern(s) (*including safety related issues*) in person, or call 081-811-6319, or submit your comments via the Interactive Customer Evaluation (ICE) web based program found on our internet site at www.naples.med.navy.mil .
- If you continue to have concerns that you feel USNH Naples has not addressed, you may choose to contact the following agency: The Joint Commission at 1-800-994-6610 or through their website at www.jcaho.org .

USNH Naples organization, which includes the Hospital and Branch Health Clinics, is accredited by The Joint Commission. The Joint Commission has been accrediting hospitals for more than 50 years. Its accreditation is a nationwide seal of approval that indicates a hospital meets high performance standards. Participation in the accreditation process helps us to improve our performance, raise the level of patient care, and demonstrate accountability in the rapidly changing health care marketplace.

Our goal is to provide the best care possible for those whose health is entrusted to us.

HEALTH PROMOTIONS DEPARTMENT

The Health Promotions Department is located at the 1st deck, USNH Naples in Gricignano. This department provides Preventative Health Assessments (PHA), community health awareness, education, and intervention activities. Programs include tobacco cessation, nutrition education, healthy heart classes and commissary tours. In addition, we offer the weight management class ShipShape at several locations in the area. Hours of operation are Monday - Friday, 0730-1600. For more information, call DSN 629-6313/6311.

INDUSTRIAL HYGIENE DEPARTMENT

This department, located at the Branch Medical Clinic,

Capodichino, evaluates exposures and risks of the work space environment. Services include: work site risk assessments, heat and noise surveys, air sampling, ventilation surveys, investigation of hazardous chemical spills, asbestos identification, and consultation on ergonomics, and indoor air quality. Hours of operation are Monday-Friday, 0800-1100 and 1300-1600. Call COMM: 081-568-5990 or DSN 626-5990 for more information.

INPATIENT INFORMATION

What to bring - Personal care items that you should have for your hospital stay include: pajamas or nightgown, robe, slippers, comb, toothbrush and toothpaste, soap, shampoo, cosmetics, shaving cream, disposable razor. If you are unable to bring your own, the hospital will supply sleeping garments, robes and slippers.

You might also want to consider bringing books, magazines, pens, pencils and paper. Electric hair dryers, shavers and battery-operated radios are permitted. However, all other personal electrical items must be approved by the Charge Nurse or Nurse on Duty.

What not to bring - Patients are strongly advised not to bring valuables or jewelry. Only money, credit cards and valuables brought to the hospital will be inventoried on the ward. Other contents of a wallet or purse will not be inventoried. The ward or admissions personnel will deposit inventoried items in the patient valuables safe located in the Patient Administration Department. You will be provided a receipt for your valuables. Valuables may only be withdrawn from this safe on weekdays during the hours of 0800-1600, prior to discharge. The hospital cannot assume responsibility for any patient valuables not deposited with the valuables custodian.

Your doctor will prescribe all medications to be used while you are a patient. Please give any medications that you bring to the hospital to the Ward staff.

Due to the risk of pest infestation, please abstain from storing food

items in your room. With permission of the Nursing Staff, small amounts of food in re-sealable containers may be stored in the ward refrigerator. Please mark your name and date on all containers. You may contact the Multi-Service Unit (inpatient ward) at DSN 629-6471.

LABORATORY

The Laboratory, located on the ground floor, operates Monday-Friday, 0800-1600. DSN 629-6191.

Special testing: If a special laboratory test has been ordered by your physician, please ensure that you comply with ALL of the prescribed preparations. For example: special diets, fasting, and specific times might be part of the pre laboratory preparation.

Test results: Your physician will contact you if test results are abnormal or require follow-up treatment. If you desire to check the results personally, please call the clinic that ordered the test.

LOCAL CIVILIAN MEDICAL CARE

The U.S. Naval Hospital, Naples, Italy routinely utilizes local civilian clinics and doctors through the TRICARE Preferred

Provider Network (PPN) to provide diagnostic tests and care that is unavailable at the hospital. The clinics and doctors we utilize have been carefully screened by our staff to ensure that each meets certain requirements necessary to provide our beneficiaries with the highest quality medical care.

If you require diagnostic testing or services that are not available at this facility, the hospital may arrange for them to be performed locally and will provide transportation and an interpreter to and from the local hospital. For additional information, please contact the Managed Care Department/TRICARE Office at COMM: 081-811-6332 or DSN 629-6332.

LOST AND FOUND

Contact the Command Communication Center for information and

assistance at COMM: 081-811-6155 or DSN 629-6155.

MEDEVAC (AEROMEDICAL EVACUATION)

The Medevac Division of the Patient Administration Department arranges routine and emergency aeromedical evacuation for patients needing care at Air Force, Army, and other Navy facilities in Europe, as well as in CONUS. All MedEvacs are based on referrals from physicians at this hospital or any of its outlying branch medical clinics. If you need to be medevaced for any reason, the staff in our medevac office will provide you with all the necessary information. You may contact us at DSN 629-0000.

MEDICAL RECORDS POLICY

Outpatient and inpatient medical records are the property of the federal government. USNH Naples has a closed medical record system. Patients may not remove their medical record files from the health care facility. The Medical Records Division (DSN 629-6199) of the Patient Administration Department has procedures in place to make your health record available to geographically separate components of the USNH Naples healthcare system and to local national civilian providers.

MEDICAL WARNING TAGS

Individuals with any of the following medical conditions are encouraged to obtain a Medical Warning Tag and Emergency Medical Identification Symbol:

- Allergies
- Convulsive disorders
- Diabetes
- Allergies to insect bites
- Sickle cell disease
- Adrenal insufficiency
- Special medications
- Wear contact lenses

You can obtain Medical Warning Tags from the Contingency Office (DSN 629-6078).

OCCUPATIONAL HEALTH SERVICES

This department, located at the Branch Medical Clinic, Capodichino, provides services to all active duty personnel, U.S. Civil Service workers, and local national employees placed on any medical surveillance or annual screening program. These programs are specific for workers exposed to work space hazards. Personnel placed on these programs are tracked, monitored, and examined through this office.

Hours of operations are Monday-Tuesday-Wednesday-Friday, 0730-1200 and 1300-1600, Thursday 0730-1200 (closed pm for in-service training). You may contact us at DSN 629-6302.

OUTPATIENT RECORDS OFFICE

Medical records are maintained at the Outpatient Medical Records division, located on the ground floor. The hours of operation are Monday-Friday, 0730-1600. If you receive your primary care from one of the branch health clinics, your medical record will be maintained at that clinic and will automatically be delivered to the Naval Hospital or the EDIS Clinic should you have a specialty appointment there.

Medical treatment records are the property of the United States government, and are not to be maintained privately. A copy of your medical record can be obtained by contacting Outpatient Records at COMM: 081-811-6199 or DSN 629-6199.

Family members over the age of 18 must sign an authorization/release before their records can be released to the sponsor or any other individual.

PARKING

For your convenience, designated patient parking is provided in front of the Naval Hospital entrance.

Parking areas are designated for the following:

*Patients and Visitors
Handicapped
Staff
Government Vehicles*

Emergency room parking is located at the side entrance of the hospital.

PASTORAL CARE DEPARTMENT

The Pastoral Care Department is located on the second deck. One Chaplain is assigned and is on call 24 hours a day for emergencies. Normal office hours are Monday-Friday, 0730-1630. Counseling is available to address spiritual, personal, and marital issues, as well as grief and death recovery. Appointments are not required but are encouraged. Call COMM: 081-811-6451 or DSN 629-6451.

The Chaplain visits the inpatient wards and emergency room daily in order to minister to the needs of each patient. Additional services include; Roman Catholic Mass on Wednesdays at 1130. The Chapel is open twenty-four (24) hours a day for private meditation and prayer on the 2nd deck. Notify the ward nurse or contact the Chaplain directly for other religious needs, such as Communion for inpatients of the Roman Catholic faith.

PATIENT ADMINISTRATION DEPARTMENT

The Patient Administration Department is charged with the administrative responsibilities for the following services:

- Admissions and Dispositions
- Aeromedical Evacuation
- Decedent Affairs
- Exceptional Family Member Program
- Fleet Liaison
- Inpatient and Outpatient Records

- Medical Boards
- Newborn birth certificates/passports
- Suitability Screening
- Patient Registration
- Transcriptions

Please call DSN 629-6219 for further information.

PATIENT SAFETY

Healthcare is a complex system. Even though there are many checks and balances in place, errors can still occur.

Your participation in ensuring you receive safe, quality care is a top priority for the staff at Naval Hospital Naples.

17 Tips to Make Your Healthcare as Safe as Possible

1. The single most important way you can help to prevent errors is to be an active member of your health care team.
2. Make sure that all of your providers know about everything you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.
3. Make sure your provider knows about any allergies and adverse reactions you have to medicines.
4. If your provider gives you a hand written prescription, make sure you can read it.
5. Ask for information about your medicines in terms you can understand.
6. When you pick up your medicine from the pharmacy, ask: "Is this the medicine that my doctor prescribed?" Compare it with what your provider wrote for you. If you have any questions, ask the pharmacy technician to call your doctor.
7. If you have any questions about the directions on your medicine labels, please ask.
8. Ask your pharmacist for the best device to measure your liquid medicine.
9. Ask for written information about the side effects that your medicine could cause and which ones to worry about.
10. When you are brought medications or if you are receiving

intravenous solutions, always ask the nurse or technician what they are giving you and what it is for.

11. When you are being discharged from the hospital, ask your Provider, nurse/dietician or pharmacist to explain the treatment plan you will use at home.
12. If you are having surgery, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
13. Speak up if you have questions or concerns. You have the right to question anyone who is involved with your care.
14. Make sure that someone, such as your primary care manager, is in charge of your care.
15. Make sure that all health professionals involved in your care have important health information about you. Do not assume that everyone knows everything they need to.
16. Ask a reliable family member or friend to be there with you and to be your advocate someone who can help get things done and speak up for you if you can't.
17. If you have a test, don't assume no news is good news. Ask about the results.

Patient safety is a priority for everyone and we would like to thank you in advance for being an active participant.

KEEP FOCUSED! STAY ALERT!

PHARMACY

The Pharmacy is located on the ground deck. The hours of operation are Monday- Friday 0800-1930, except for emergencies. Wednesday 0900-1930. On weekends and holidays, services are available from 1200-1630. Service is available 24 hours a day for Emergency Room patients. Pharmacy main telephone number: DSN 629-6225 or commercial 081-811-6225. Refill Line: DSN 629-6226 COMM 081-811-6226. To call in refills, follow the instructions from the automated system and your medicine will be ready within 48 hours. Prescriptions may be refilled for up to twelve (12) months from the date indicated on the original

prescription. Controlled drugs will have specific refill regulations. Please note that special order and non-formulary medications may take two to three weeks to arrive. All new or renewed medication orders must be activated by the patient at the pharmacy window. You can also contact your Primary Care Manager for Mail Order Pharmacy prescriptions.

PREVENTIVE MEDICINE

The Preventive Medicine Department located on the 1st deck (above ground floor) at USNH in Gricignano, back hallway to the left of the Roman Well Café. This department conducts inspection in the areas of food service, child care centers, and swimming pools. Other services provided include water quality testing for government facilities and leased housing, public health education, travel medicine counseling, training in food service sanitation, investigation of communicable disease outbreaks, and sexually transmitted disease interviewing and tracking. Hours of operation are Monday-Friday, 0730-1600 and phone number is DSN 629-6300. Although the members of this department are frequently out of the office performing field inspections, they can be reached through the Naval Hospital communication center or the Occupational Health Department at Branch Medical Clinic Capodichino.

RADIOLOGY

The Radiology Department, located on the ground deck, is open Monday-Friday, 0800-1600 for routine and scheduled referrals and 24 hours a day for emergencies. Certain examinations require the patient to contact the Radiology Department to schedule their appointment and receive preparation, advice and/or medications. A duty technologist and radiologist are available at all times for emergency examinations. Contact COMM: 081-811-6168 or DSN 629-6168.

SMOKING

PLEASE DO NOT SMOKE IN THE HOSPITAL- The hospital is a non-smoking facility. For your health, safety and the

convenience of others, smoking is not permitted in the hospital. Smoking is authorized only in the south side by the back loading dock of the hospital.

TREATMENT OF MINORS

A parent or legal guardian must accompany patients under the age of 18 when seeking medical care/treatment. In the absence of the parent or guardian, routine medical care/treatment is not permitted unless the guardian has a notarized authorization from the parents. Contact with the parents will be made to inform them of medical treatment being requested. Please contact the Navy Legal Services Office (NLSO) for more information. NLSO provides power of attorney documents on a walk-in basis (hours 0730-1630). If you are going out of town and are leaving your children with a friend, please drop off a copy of your power of attorney at Outpatient Records for inclusion in your child's health record. This will allow your children to receive non-emergent care in your absence. Emergent care may be provided to a minor child without parental consent if the situation is life, limb, or eye sight threatening.

TRICARE/MANAGED CARE

Within this department you will find the TRICARE Service Center, Health Benefits Advisor (HBA), and the Preferred Provider Network (PPN) Coordinator.

The staff is available to help you with all of your TRICARE medical needs. This office will enroll you in the TRICARE medical program of your choice and provide briefs and answers to questions about the TRICARE medical program. In addition, staff will help you file your TRICARE claims (for care received in Europe or the United States), assist you in setting up MT F referred appointments with a local provider, and provide transportation and translation services for these appointments.

The Managed Care Department is located on the first deck of the hospital. If you have any health benefits or TRICARE questions, please stop by or call the office between the hours of 0800 and

1600 Monday - Friday. Contact 081-811-6329 or DSN 629-6329 for more information.

TRICARE Enrollment

For ALL ACTIVE DUTY AND THEIR FAMILY MEMBERS: It is important that you also register with TRICARE to begin your enrollment to TRICARE Europe. Upon enrollment you will be assigned a primary care manager.

To register please do one of the following:

- Complete the TRICARE registration form at your Area-Wide Orientation class.
- Call or stop by the TRICARE office.

VISITING HOURS

Multi-Service Unit (Inpatient Ward) VISITING HOURS

Visiting hours are from 1000-2000, seven days a week. Usually, two visitors per patient are permitted on the ward at any time.

Visitation may need to be modified at the discretion of the nurse on duty, taking into consideration the diagnoses, status of the patients, census, and the age/health of the visitors. Infants of nursing mothers may stay if patient census and mother's condition allows, with a physician's order. If children are brought to the ward they must remain under direct supervision of a responsible adult, other than the patient. Visitors are not usually permitted to remain in the patient's room past 2000.

Surgical patients may have one family member or friend stay with them prior to visiting hours on the day of surgery. Outside childcare arrangements must be made to allow for optimal post-operative recuperation and expedite discharge. Pediatric patients may have one parent stay with him/her overnight if the patient's condition warrants and ward census permits.

Labor and Delivery Area VISITING HOURS

Fathers/Coaches, and one other person may stay with the laboring patient at all times. Children under the age of 12 are not allowed in the delivery room. Children under the age of 12 are permitted in the waiting room under the direct supervision of an adult. The Hospital Staff are not available to care for children in the waiting room. Family and visitors are welcome to visit by calling COMM: 081-811-6471 or DSN 629-6471.

SPECIALTY SERVICES

ALLERGY CLINIC

The Allergy Clinic, located in the Internal Medicine Clinic, on the 1st deck, is designed for the administration of allergen extracts for those personnel who have already been evaluated by their provider and have possession of their own serum from a military source. Serum from non-military sources cannot be used. Limited allergy skin testing and allergy consultation services are also provided in this clinic. The hours of the Allergy Clinic are Tuesday and Friday, 0900-1130 and 1300-1500.

Initial allergy consultations are scheduled by contacting the Internal Medicine clinic at COMM: 081-811-6291 or DSN 629-6291.

AUDIOLOGY CLINIC

The clinic is located on the hospital 1st deck and provides complete diagnostic audiology evaluations, fitness for duty evaluations, hearing aid evaluation/fittings (active duty, RACHAP-Space A), auditory brainstem testing, otoacoustic emission testing, certified CAOHC and NEHC hearing conservation techniques courses, (failed newborn screenings are referred to Audiology for further assessment), occupational hearing conservation program consultation, hearing screenings at DoD Schools, management and support of the Naples Area hearing conservation program. Referrals to the Audiology Clinic are generated by primary care managers or other health professionals.

Patients are seen by appointment only. To schedule an appointment, contact COMM: 081-811-6000 or DSN 629-6000. The hours of operation are Monday through Friday from 0730-1630.

BEHAVIORAL HEALTH CLINIC

This clinic is located on the 1st deck of the naval hospital and provides psychiatric and psychological evaluations, psychotherapy, and medication therapy. Patients are seen on appointment basis, and a referral from your Primary Care Manager is required. All appointments may be scheduled by contacting the Behavioral Health Clinic at COMM: 081-811-6036 or DSN 629-6306. Informal counseling services and marital counseling are provided by the Fleet and Family Support Center at DSN 629-6533.

DIETITIAN / NUTRITION CLINIC

The Dietitian / Nutrition Clinic is located within the family practice clinic on the first deck and offers medical nutrition therapy to help you achieve your nutritional goals. Patients are seen on appointment basis, and a referral from your Primary Care Manager is required. Classes are also available through health promotion for weight control and cholesterol management. Please contact COMM: 081-811-6272 or DSN 629-6272 to make an appointment. Clinic hours are Mon – Fri 0800-1600.

EDUCATIONAL AND DEVELOPMENTAL INTERVENTION SERVICES (EDIS) CLINIC

EDIS is located in the Village Forum in Room W09 at the U.S. Naval Support Site in Gricignano. The mission of EDIS is to provide evaluation, consultation and treatment to eligible dependents (birth to 21 years) who have special educational and/or developmental needs. The EDIS Clinic provides early intervention services for family members up to 36 months of age as well as medically related services to children referred from the school. Referrals for children younger than 36 months for developmental concerns can be made by parents directly or by hospital providers.

The clinic provides services for the Naples, Gaeta and LaMaddalena communities. The EDIS providers include the following professionals: Developmental Pediatrician, Child Psychologist, Occupational Therapist, Physical Therapist and Speech/Language Pathologist. Office hours are from 0730-1600. Contact COMM: 081-811-4676 or DSN 629-4676.

OTOLARYNGOLOGY – HEAD AND NECK SURGERY CLINIC (ENT)

The ENT clinic provides consultative appointment and surgical services in Otolaryngology - Head and Neck Surgery (ENT). Clinic hours are 0830 to 1600, Monday through Friday. Appointments are by referral only, and may be made by calling DSN 629-6396, or Commercial 081-811-6396.

FAMILY MEDICINE CLINIC

The Family Medicine Clinic is located on the first deck of the hospital. The hours of operation are Monday-Wednesday 0800-1600, Thursday 0800-1200, and Friday 0900-1600.

Many same day appointments are available for acute problems. Appointments may be scheduled by contacting central appointments at COMM: 081-811-6000 or DSN 629-6000.

Family Medicine patients requiring prescription refills should call the clinic during normal working hours to explain what they need. A telephone consult will be placed with your provider. If the provider is unable to refill the prescription for any reason, he/she will contact you directly, so please ensure your home and work phone numbers are current. New prescriptions can usually be picked up later that day or the following morning at the pharmacy.

IMMUNIZATION CLINIC

The Immunization Clinic is located on the first deck in the Internal Medicine Clinic. It administers routine immunizations Monday-Friday 0800-1130 and 1300-1530 on a walk in basis. PPD's are offered everyday except Thursday. For more information, or to schedule an appointment, call COMM: 081-811-6282 or DSN 629-

INTERNAL MEDICINE CLINIC

This clinic is located on the first deck and provides a wide range of medical services including respiratory therapy, electrocardiography (EKG), routine/allergy immunizations, and allergy skin testing. All services provided by the Internal Medicine Clinic are provided by appointment on a referral basis with exception of routine immunizations (as noted above). Hours of operation: Monday-Friday, 0800-1100 and 1300-1600.

Internal Medicine patients requiring prescription refills should call the clinic during normal working hours to explain what they need. A telephone consult will be placed with your provider. If the provider is unable to refill the prescription for any reason, he/she will contact you directly, so please ensure your home and work phone numbers are current. New prescriptions may usually be picked up later that day or the following morning at the pharmacy. The Internal Medicine Clinic telephone number is: 081-811-6291 or DSN 629-6291. Appointments are made by calling Central Appointments at 081-811-6000 or DSN 629-6000

MILITARY SICK CALL

U.S. Naval Hospital Naples does not have walk-in military sick call services. For acute illnesses, active duty members please contact central appointments at the hospital at COMM: 081-811-6000 or DSN 629-6000, BHC Capodichino DSN 626-5311, BHC Gaeta DSN 627-7751 or BHC La Maddalena DSN 623-8275 and request a same day appointment.

OBSTETRICS/GYNECOLOGY CLINIC

The OB/GYN clinic is located on the first deck of the hospital. Our normal clinic hours are Monday-Friday, 0800-12:00 and 13:00-1600. We currently have two OB/GYN physicians and one Certified Nurse Midwife to meet your obstetric and gynecologic needs. Appointments can be made by contacting the clinic at COMM: 081-811-6404 or DSN 629-6404. We work closely with the Family Medicine Staff to ensure that all obstetrical patients are

taken care of within the limits of our facility. When necessary referrals to PPN providers are made to ensure the safety of our patients. We look forward to assisting you with your health care needs.

OPHTHALMOLOGY/OPTOMETRY CLINIC

The Ophthalmology/Optometry Clinic, located on the first deck and has one full-time ophthalmologist and one optometrist with the capability to perform many routine procedures. Routine eye exams, limited contact lens fitting, refitting, or replacement are scheduled with the optometrist and can be arranged by contacting the clinic at COMM: 081-811-6386 or DSN 629-6386.

Appointments with the ophthalmologist for medical and surgical treatment are scheduled by contacting the clinic directly, and require a referral from your primary care manager. A limited number of refractive surgery screening exams are available. Contact 629-6386 for more information.

ORTHOPEDIC CLINIC

Specializing in the comprehensive care of musculoskeletal disorders and injuries, the Orthopedic clinic is located on the first deck. Services are provided on a referral basis and appointments may be scheduled by contacting the clinic directly at COMM: 081-811-6388 or DSN 629-6388. The clinic hours are Monday - Friday, 0800-1600.

PAIN CLINIC

The Pain Clinic, located on the hospital 2nd Deck, provides interventional procedures and medical assistance in the control of chronic pain. Patients are referred by consult from their primary care manager. Appointments are scheduled by calling DSN 629-6426, COMM 081-811-6426 Monday-Thursday. Clinic hours are 0900-1600, Friday only.

PEDIATRIC CLINIC

The Pediatric Clinic, located on the first deck, evaluates any child or adolescent, birth to age 18. Appointments may be scheduled by

contacting the Primary Care Appointment line at COMM: 081-811-6000 or DSN 629-6000. The clinic hours are Mon-Tue-Wed-Fri 0800-1600, closed for lunch 1200-1300 and Thurs 0800-1200, closed Thurs afternoon for training. There is no walk-in capability, but same day appointments are available for acute illnesses.

For patients requiring prescription refills, contact the clinic during normal working hours to explain what is needed. A telephone consult will be placed to your provider. If the provider is unable to refill the prescription for any reason, he/she will contact you directly, so please ensure your home and work phone numbers are current. New prescriptions may usually be picked up later that day or the following morning at the Pharmacy.

PHYSICAL EXAMINATIONS

The Physical Examinations Office is now part of the Branch Medical Clinic at Capodichino. Appointments are required for physical examinations and may be scheduled by contacting this section directly at COMM: 081-568-4386 or DSN 626-4386. Please schedule your appointment thirty (30) days prior to needing the physical.

PHYSICAL THERAPY

The Physical Therapy Department, located on the ground deck, provides physical treatment and rehabilitation of patients having movement dysfunction resulting from disease and/or injury. Hours of operation are from Monday-Friday, 0800-1100 and 1300-1600 all days except Thursday, when the clinic is closed in the afternoon. Patients may self-refer or be referred by their PCM and appointments may be scheduled by contacting the clinic at COMM: 081-811-6183 or DSN 629-6183. The Physical Therapy Department also offers the Navy Back Injury Prevention Program.

SUBSTANCE ABUSE REHABILITATION PROGRAM (SARP)

The Counseling and Assistance Center, located at Capodichino on

the 2nd deck of the Admin II building, provides services to all afloat and ashore commands in the Naples and surrounding areas with a program of screening, recommendations, and outpatient counseling for individuals with alcohol and other drug related problems. Preventive education and outreach programs are offered as patient workload permits. Service is available to all active duty U.S. military personnel and, on a space available basis, to family members (age 18 and above), retired military personnel, and DOD civilians. Appointments may be scheduled by contacting the center directly at COMM: 081-568-5500 or DSN 626-5500.

SURGERY CLINIC

The Surgery Clinic, located on the first deck, evaluates patients on a referral basis. The hours of operation are Monday - Friday, 0800-1100 and 1300-1600. Appointments can be made by calling COMM: 081-811-6400 or DSN 629-6400.

TRAVEL MEDICINE

Travel Medicine is a function of both the Preventive Medicine Department and the Family Medicine Clinic. Consult with either of them prior to travel outside of Italy to ensure that you and your family are fully protected.

OTHER USEFUL INFORMATION

LOCAL HOTEL LISTING

Naples

TLA Navy Lodge.....	081-811-6289
Hotel Ferrari.....	081-519-8083
Hotel Dei Platani.....	081-512-2522
Hotel Pamaran.....	081-510-5724

Silverado Hotel Antica Atella.....081-502-3507

Gaeta

Gaeta Hotel0771-450-81

Marisole Hotel0771-741-634

Lions Inn0771-740-483

Rock Garden Hotel0771-461-791

La Maddalena

Villa Marina0789-738-340

Mira Longa0789-722-563

La Rocca0789-720-026

PATIENT'S BILL OF RIGHTS

The U.S. Naval Hospital, Naples is committed to high quality care to all patients including children and adolescents. In an effort to foster a spirit of mutual trust, cooperation and respect between patients and hospital staff, the following rights and responsibilities of patients have been developed:

Patient's Rights

1. **Respect and Dignity:** You have the right to respectful treatment and considerate care with recognition of your personal dignity. You have the right to have your cultural, psychosocial, spiritual needs met throughout your healthcare encounter.
2. **Participate in your Care:** You have the right to be involved in all aspects of your care, including treatment decisions. If you are incapable, a member of your family or your

designated decision-maker will be allowed to participate in these decisions.

3. **Informed Consent:** Accurate information concerning procedures, risks, and alternatives for care and treatment will be provided to you in order to help you make informed decisions about your course of treatment. You will not be filmed or recorded for purposes other than identification, diagnosis or treatment without your consent.
4. **Identity:** You have the right to know the identity and professional status of the individuals providing your care including the provider in charge of your case.
5. **Refusal of Treatment:** You have the right to refuse care, treatment, and services in accordance with law and regulation.
6. **Advanced Directives:** You have the right to be advised on the availability of Advanced Directives upon your hospital admission.
7. **Explanation of Care:** You have the right to receive an explanation regarding your diagnosis, treatment, and prognosis in terms you can understand. If the provider deems that it is not medically advisable to provide you with that information, the information will be given to your designated representative or next of kin.
8. **Effective Communication:** You have the right to receive written and verbal information in a manner you understand. You have the right to receive visitors and communicate by mail and telephone.
9. **Voice Concerns:** If you have any concerns about patient care or safety that have not been addressed you are encouraged to contact the Healthcare Relations Coordinator. You have the right to optimal healthcare regardless of your decision to file a complaint or to express your concerns. If your concerns

cannot be resolved by the command you are encouraged to contact the Joint Commission on Accreditation of Healthcare Organizations at www.jointcommission.org.

10. **Privacy and Confidentiality:** Details of your condition and treatment regimens will not be needlessly disclosed to others at any time. USNH Naples staff will request your permission to release specific details about your case prior to disclosing any information, if the need arises. Under certain circumstances, some older minor patients have the right to confidentiality, and consent or refusal of treatment. (For more information, ask your provider.)
11. **Personal Safety:** You have the right to receive care in a secure, safe environment and to access protective services if needed. You have the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation while a patient at USNH Naples.
12. **Pain Management:** You have the right to be treated for the alleviation of pain and discomfort consistent with accepted medical and safety practices.
13. **Research:** You have the right to be advised if USNH Naples proposes to engage in or perform research associated with your care. You have the right to refuse to participate in any research programs and to drop out at any time. Your refusal to participate will not compromise your care or access to services.

Patient's Responsibilities

1. **Providing Information.** It is your responsibility to provide accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. This includes the responsibility to

inform your health care provider whether you understand the plan of treatment prescribed to you.

2. **Respect and Consideration.** You have a responsibility to be considerate of the rights of other patients and health care personnel and to assist in the control of excess noise and visitor traffic. It is your responsibility to be considerate and respectful of the property of other persons and of the facility. Moreover, you are responsible to follow hospital rules and regulations.
3. **Compliance with Medical Care.** You are responsible for complying with medical and nursing treatment plans, including the prescribed follow-up care. This includes keeping appointments, arriving on time and notifying the hospital when you cannot keep your appointment. You are responsible for adverse outcomes if you refuse treatment, deviate from the prescribed treatment plans without concurrence of your health care provider or if you utilize a non-participating provider in your care.
4. **Medical Records.** Medical records are the property of the U.S. Government. It is your responsibility to ensure that your medical record is returned to the hospital for appropriate filing and maintenance when you carry your record to an appointment outside the facility medical system.
5. **Reporting of Patient Complaint.** It is your responsibility to voice your recommendations, questions or complaints regarding your care in order to help the staff of the hospital provide the best possible care to all beneficiaries. Any staff member can assist you in accessing the appropriate Healthcare Relations Representative for the areas of concern.
6. **Financial Considerations.** You assume financial responsibility for all accrued hospital charges, and assume the responsibility to assure that all obligations are fulfilled in a timely manner.

The Patient Confidentiality Statement and the Patient Bill of Rights and Responsibilities are documents that bind patients and health care providers in promoting optimal health care. They are included in this handbook for your convenience

PRIVACY ACT

In accordance with the Privacy Act and Health Insurance Portability and Prevention Act, you will find that medical information, with few exceptions, cannot be given to anyone except those directly involved in your medical care without your written authorization. For this reason we must have your written authorization to obtain and use your or your sponsor's social security number for maintaining records.

For more information or if you have any questions or concerns please contact the clinic's Healthcare Relations Representative or the Command Healthcare Relations Coordinator.